



ILLINOIS DEPARTMENT OF HUMAN SERVICES

2019 TRAINING SEMINAR

LISA MCCLURE

CONSTITUENT BENEFITS LIAISON

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- Supplemental Nutrition Assistance Program
- Temporary Assistance for Needy Families
- Child Care Assistance Program
- Early Intervention
- Medical Assistance
- Qualified Medical Beneficiary



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM

The **Supplemental Nutrition Assistance Program (SNAP)** was formerly known as food stamps and helps low-income households buy the food they need for a nutritionally adequate diet.

Benefits are provided on the Illinois LINK Card – an electronic card that is accepted at most grocery stores. The program is managed by the Food and Nutrition Service (FNS) of the United States Department of Agriculture and administered by IDHS.



SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (CONT.)

Eligibility is dependent on a variety of factors, including:

- Income
- Expenses (housing, medical, etc.)
- Number of people in the household

Individuals apply by mail, in person at a local IDHS office, or online at abe.Illinois.gov.

There is also a SNAP eligibility calculator on the IDHS website that will estimate eligibility and benefit amounts.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES

Temporary Assistance for Needy Families (TANF) program provides temporary financial assistance for pregnant women and families with one or more dependent children to help pay for food, shelter, utilities, and expenses other than medical.

The parent must work or be involved in either a work training program or educational studies. They must also develop and follow a Responsibility and Services Plan (RSP).

Cash assistance through TANF has a 5-year lifetime limit, with some exceptions.



TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (CONT.)

Eligibility is dependent on a variety of factors, including:

- Being pregnant and/or having children under 18
- Being a US citizen or meeting certain immigration requirements
- Living in Illinois
- Income

Individuals apply either in person at their local IDHS office or online at abe.Illinois.gov.

Benefits are issued through the Illinois LINK Card. Those who qualify for TANF will also likely qualify for SNAP, medical, and the Child Care Assistance Program.



AID TO THE AGED, BLIND, AND DISABLED

The **Aid to the Aged, Blind, or Disabled (AABD)** cash assistance program is for persons who are aged, blind, or disabled and who need money. A person may be eligible for AABD if they:

- Receive Supplemental Security Income (SSI) or are ineligible for SSI due to income or are ineligible for SSI due to expiration of federal time limit on assistance to certain immigrants who have not yet become U.S. citizens.
- Are a U.S. citizen or meet certain requirements for noncitizens
- Live in Illinois
- Are 65 years or older, blind, or disabled

When determining eligibility for AABD, the Department exempts certain assets up to a specific dollar amount.



LINK CARD

SNAP, TANF, and AABD cash are accessed via a LINK card which works like a debit card. LINK card customers can find out information about their account(s) by calling **1-800-678-LINK (5465)**.

The hotline can assist them with:

- Checking the balance on the card
- Determining when the next reload will occur
- Learning when their next recertification is due



CHILD CARE ASSISTANCE PROGRAM

The **Child Care Assistance Program (CCAP)** provides low-income, working families with access to affordable, quality child care that allows them to continue working and contributes to the healthy, emotional, and social development of the child.

CCAP can help families pay for care in center-based or home settings.

Families are required to cost-share on a sliding scale based on family size and income.



CHILD CARE ASSISTANCE PROGRAM (CONT.)

To qualify for the program an applicant must:

- Live in Illinois
- Be employed and/or going to an eligible educational activity (high school, trade school, undergraduate college...)
- Have children younger than 13
(children with documented special needs may be eligible up to the age of 19)
- Have family income below allowable limits

Individuals can apply either online at the IDHS website or via a paper application.



EARLY INTERVENTION

Early Intervention (EI) is a program to help young children with disabilities or delays learn and grow. Families with an infant or toddler from birth to 3 years old may be eligible.

Infants and toddlers are evaluated to see if there is a delay in movement, learning, dealing with others, behavior, and/or self-help skills.

If services are needed, an Individualized Family Service Plan (IFSP) will be written to set goals and identify needs.

To apply, interested families should Use the IDHS Office Locator to find an Early Intervention Child and Family Connections office in their local area.



MEDICAL ASSISTANCE

While medical programs are administered through the Illinois Department of Healthcare and Family Services (HFS), the public may apply for medical assistance at their Illinois Department of Human Services Local Office. They may use the IDHS Office Locator on our website to find their nearest local office or at abe.illinois.gov.

To qualify for medical assistance a person must meet financial eligibility and residency requirements.



MEDICAL ASSISTANCE

The following medical services are covered by any medical providers who accept Illinois Medicaid:

- Hospital care
- Nursing facility care
- Supportive living care
- Doctor services
- Prescription drugs
- Audiology services
- Care at clinics
- Renal dialysis
- Laboratory tests and x-rays
- Eye care
- Dental care
(limited services for adults)
- Medical transportation
- Hospice care
- Home health care services
- Physical, occupational and speech therapy
- Family planning
- Medical equipment, supplies and appliances
- Podiatry care
- Help for alcohol and substance abuse
- Chiropractic care
- Shots and check-ups for children
- Mental health care



MEDICAL ASSISTANCE – ACA ADULTS

Under the **Affordable Care Act (ACA)**, adults age 19-64 who were not previously eligible for coverage under Medicaid can now receive medical coverage through Illinois Medicaid. Eligibility is determined by income and the number of members in a household.



MEDICAL ASSISTANCE – AABD

Aid to Aged Blind and Disabled (AABD) Medical covers seniors, persons who are blind, and persons with disabilities. Medicare is the primary insurance provider for constituents who qualify for Illinois Medicaid under AABD.



MEDICAL ASSISTANCE – LONG TERM CARE

Long Term Care (LTC) Medicaid covers those who live in a long-term-care nursing facility. Eligibility for LTC is determined by IDHS. Determining eligibility for LTC care may require substantial documentation. The most commonly requested verifications to determine LTC eligibility are bank statements, insurance policies, and transfers of income or assets.



MEDICAL ASSISTANCE – SPENDDDOWN

Spenddown (SPD) Medicaid allows access to IL Medicaid for constituents who are in the AABD category, but whose income is over the income standard to qualify for regular AABD IL Medicaid. Spenddown works similar to an insurance deductible. The “deductible” amount is determined by the amount of income one has over the income standard of \$1,041, less a \$25 income disregard.

Example: For a household of one whose income is \$1075, the spenddown deductible would be \$9.

$$(\$1075 - \$1041 - \$25 = \$9)$$



MEDICAL ASSISTANCE – MEDICARE SAVING PROGRAM

The Medicare Savings Program (MSP) is a Medicaid program that can help to pay Medicare premiums – and possibly deductibles and co-insurance – for Medicare beneficiaries.

There are three MSP programs; what MSP program a constituent qualifies for is determined by household income.

- The **Qualified Medicare Beneficiary (QMB)** pays Part A & B Premiums, deductibles, and coinsurance.
- The **Specified Low Income Medicare Beneficiary (SLIB)** program pays Part B premiums.
- The **Qualified Individual (QI)** program also pays Part B premiums.



QUALIFIED MEDICARE BENEFITS

Low-income individuals who are eligible for the **Qualified Medicare Beneficiary (QMB)** program are entitled to have the State of Illinois pay their Medicare-related charges including:

- Deductibles
- Premiums
- Coinsurance charges
- Coinsurance for extended hospital stays and skilled nursing facilities
- Cost of additional health services may be covered by Medicaid if the individual qualifies

There are income and resource limits for QMB. Individuals can apply either at a local IDHS office or online at abe.Illinois.gov.



ANGELA O'NEAL

CONSTITUENT LIAISON

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- Rehabilitation Services
- Mental Health Services
- Substance Use Services
- Developmental Disability Services



REHABILITATION SERVICES

IDHS' **Division of Rehabilitation Services (DRS)** is the state's lead agency serving persons with physical disabilities to empower them to reach their employment, education, and independent living goals.

DRS has 46 local offices throughout Illinois that can be found using the office locator on the IDHS website and assist in coordinating services such as:

- The Home Services Program (HSP)
- Vocational Rehab
- Educational and Specialized Services
- Independent Living
- Disability Determination
- Client Assistance Program
- Information and Referral



REHABILITATION SERVICES – DDS

Bureau of Disability Determination Services

The **Social Security Administration (SSA)** program provides benefits to persons with severe disabilities whose impairments prevent them from performing gainful work. In Illinois, the evaluation of claims for the federal disability program is administered through the Division of Rehabilitation Services, Bureau of Disability Determinations Services (DDS).

The Bureau of DDS is 100% federally funded and makes its decisions according to SSA rules and regulations.



REHABILITATION SERVICES – DDS

SSA disability benefits fall into 2 primary categories as established by the Social Security Act:

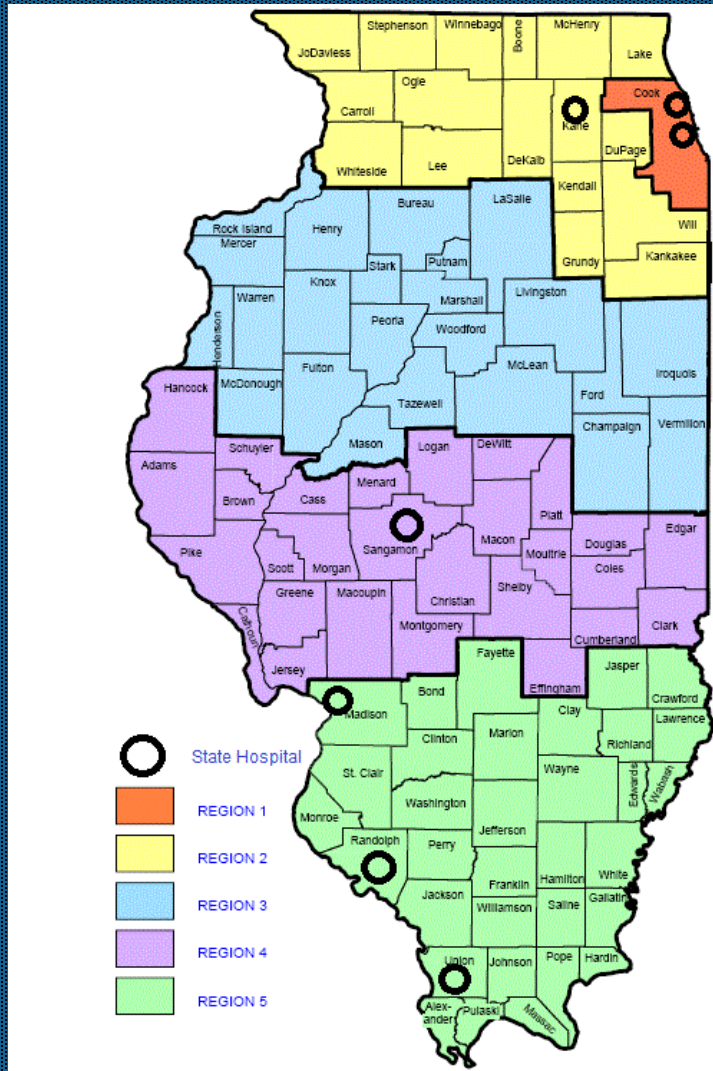
Social Security Disability Insurance (SSDI) provides benefits to eligible persons with disabilities and their dependents who have worked under and contributed to the Social Security System.

Supplemental Security Income (SSI) is intended for eligible persons with severe disabilities who fall below a certain income/resource level.

Applications for SSA disability benefits can be completed online, by phone, or at any convenient Social Security Office. The local Social Security office makes the initial determination of eligibility based on work earnings for SSDI applicants and income/resources level for SSI applicants.



MENTAL HEALTH SERVICES



IDHS' **Division of Mental Health (DMH)** has 5 service regions covering the state that are responsible for evidence-based and community-focused publicly funded mental health services for children, adolescents, and adults throughout Illinois.



MENTAL HEALTH SERVICES (CONT.)

DMH's core services are:

- Recovery support
- Community services (including residential)
- Child and adolescent services
- Justice-involved individuals with a mental illness
- State-operated psychiatric hospitals

To inquire about available services use the office locator tool on the IDHS website.

Individuals and families can also receive peer support and resources through the Illinois Mental Health Collaborative's "Warm Line" by calling **1-888-359-7953**.

For crisis or emergency situations please call 911 or use the 24-hour Suicide Prevention Hotline at **1-800-273-TALK (8255)**.



SUBSTANCE USE DISORDERS

The **Division of Substance Use Prevention and Recovery** (SUPR) is the state's leading agency for addressing the profound personal, social, and economic consequences of alcohol and other drug use disorders as well as compulsive gambling issues. SUPR administers funding to a network of community-based treatments and support services. SUPR employs priority admissions and provides internet and telephone assistance.

To inquire about available services, constituents can use the office locator tool found on the IDHS website.



DEVELOPMENTAL DISABILITY SERVICES

IDHS' **Division of Developmental Disabilities (DDD)** provides quality, outcome-based, person-centered services and supports for people with developmental or intellectual disabilities and their families. The division provides many services including:

- Residential living arrangements
- In-home support
- Respite care
- Training programs
- Adaptive equipment
- State operated developmental centers



DEVELOPMENTAL DISABILITY SERVICES

The Division also administers the **PUNS**, which is a planning list for services giving all individuals seeking services fair and equal access. If a person is potentially eligible for services, they fill out a PUNS enrollment form with information about current and/or future needs for services.

To inquire about available services, constituents can use the office locator tool found on the IDHS website to find their local Independent Service Coordination (ISC) agency.





HELPFUL TIPS AND INFO

IDHS

CONSTITUENT INQUIRY TIPS AND TRICKS

- ✓ Emails are the preferred communication type as they create a paper trail and help us stay organized (but feel free to call to discuss in more detail).
- ✓ Limit one constituent inquiry per email – if you have more than one please send in separate emails.
- ✓ Be sure to send the first name, last name, and birthdate of the constituent (their Social Security number is not needed for Lisa's issues).
- ✓ Be specific as to what the constituent is needing – if the constituent sends a lengthy letter please pull out the basic information as it pertains to IDHS.
- ✓ Use the original email thread when following up on an inquiry – please do not start a new one!
- ✓ Only send 1 or 2 requests per nursing facility regarding Long Term Care applications.
- ✓ Encourage nursing facilities to reach out to their designated Medical Field Operations Office regarding LTC applications.
- ✓ Be aware that many of Angela's cases will require a SSN and a signed release due to HIPPA and their designation as a disability.
- ✓ Please do not share our contact info with constituents.
- ✓ If you are unsure if the issue is one for IDHS or HFS, feel free to reach out to us first. 😊



IDHS HELPFUL SITES AND PHONE NUMBERS

IDHS Website:	dhs.state.il.us
IDHS Tollfree Hotline:	1-800-843-6154
LINK Card Information:	1-800-678-LINK (5465)
Benefit Apps & Management:	abe.illinois.gov
PUNS list inquiry email:	dhs.ddd.puns@illinois.gov
Mental Health Resources:	illinoismentalhealthcollaborative.com
Mental Health Warm Line:	1-888-359-7953
24hr Suicide Prevention:	1-800-273-TALK (8255)
Substance Use Website:	helplineil.org
Substance Use Hotline:	1-833-2findhelp (1-833-234-6343)
Gambling Help Website:	weknowthefeeling.org
Gambling Help Hotline:	1-800-GAMBLER (1-800-486-8597)
Gambling Help Text:	text ILGAMB to 53342
Domestic Violence help:	1-877-TO END DV (1-877-863-6338)

